**CLIENT CHARTER**

Bank Simpanan Nasional (BSN) is highly committed to ensure that the deliverables of our BSNeBiz System products and services to our customers is in accordance with the client charter below:

**COMMITMENT TO SAFE OPERATIONS**

We are dedicated to ensure that BSNeBiz System services used by our customers are reliable and in a safe and secure platform. With firewall facilities in our computer network, it will prevent unauthorised access which could compromise the confidentiality of our customers’ details. We also provide high standards of stable and reliable environment that adhere to strict authentication process to protect and secure the integrity and privacy of any of our customers’ transactions.

**COMMITMENT TO PRIVACY POLICY**

We are committed to ensure that our customers’ data and information are used according to the proper guidelines and policies. As we recognise and understand your privacy concern, we ensure that your personal and financial information will not be shared by any unauthorised parties in any unlawful and unauthorised manner. We are at all times to protect and safeguard your information as well as any other information provided to us with our strict security policies.

**COMMITMENT TO RELIABLE & QUALITY SERVICES**

With our resources to maintain BSNeBiz System services, we are committed to provide reliable and quality services. We have invested in well-designed and reliable systems and technologies, with the capability of providing sufficient backup in the event certain components fail. We are also committed to ensure that all staff involved in providing the services are well trained to constantly review the method and practices in order to meet your high expectations.

**COMMITMENT TO TRANSPARENCY OF PRODUCTS AND SERVICES**

We are committed to ensure that any disclosures of information relating to our products and services are handled in an accurate manner, at all times. We shall not engage in deceptive, fraudulent or misleading activities, with regards to products and services that we provide. It is our policy to ensure that any and all representations, statements and assurances, which are made or provided by us, are at all times accurate and true.

**COMMITMENT TO PROMPT RESPONSE FOR ENQUIRIES & COMPLAINTS**

To serve our customers better, we encourage and welcome enquiries, feedback, or complaints in order for us to improve our services. In any event, we have a dedicated team to review your enquiries and shall revert to you or resolve your complaint as promptly as possible.

For further enquiries or complaints about BSNeBiz System services, please contact:

**Digital Banking Department**9th. Floor, Wisma BSN  
117 Jalan Ampang,  
50450 Kuala Lumpur  
Tel: (603) 2162 3222  
Fax: (603) 2144 9643